

PATENT ABSTRACTS

File 347:JAPIO Dec 1976-2009/Oct(Updated 100129)

(c) 2010 JPO & JAPIO

File 350:Derwent WPIX 1963-2010/UD=201013

(c) 2010 Thomson Reuters

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Set	Items	Description
S1	4300752	CONTACT OR CONTACTS OR CALL OR CALLS OR COMMUNICATION? OR - INTERACTION? OR QUESTION? ?
S2	219668	(SECOND OR 2ND OR NEXT OR FOLLOWING OR SUBSEQUENT?? OR LAT- ER OR ADDITIONAL OR ANOTHER OR OTHER)(3W)S1
S3	1147680	CHANNEL? ? OR (COMMUNICATION? OR TELECOMMUNICATION?)(3N)(M- ETHOD? ? OR MODE? ? OR VENUE? ? OR LINK? ? OR TYPE? ?)
S4	100812	(SECOND OR 2ND OR NEXT OR ADDITIONAL OR ANOTHER OR OTHER OR DIFFERENT OR SEPARATE OR SPECIAL OR PRIORITY)(3W)S3
S5	87915	S1(5N)(ROUTE? ? OR ROUTING OR DIRECT OR DIRECTS OR DIRECTED OR DIRECTING OR DISPATCH???)
S6	16428	(CONTACT OR CALL OR (CUSTOMER)(SERVICE OR SUPPORT)))(2N)(- CENTER? ? OR CENTRE? ?) OR (HOT OR HELP)(LINE OR LINES) OR - HOTLINE? OR HELPLINE? OR CALL CENTER? OR CALL CENTRE?
S7	19568	(ITEM? ? OR PURCHASE? ? OR MERCHANDIS?)(3N)(VALUE? OR VALU- ATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR Catego- ry OR CATEGORIES)
S8	2307328	APPLET? ? OR APPLICATION? ? OR PROGRAM? ? OR SOFTWARE OR A- pp OR APPS
S9	12152	S8(3N)(DOWNLOAD? OR (DOWN)(LOAD OR LOADS OR LOADED OR LOA- DING)))
S10	1245	S2 AND S4 AND S5
S11	10	S10 AND S9
S12	37	S10 AND S6
S13	1	S10 AND S7
S14	13	S11:S13 AND PY=1963:2000
S15	26	S11:S13 AND AY=1963:2000
S16	26	S14:S15
S17	370	S5(10N)(RULE OR RULES OR POLICY OR POLICIES)
S18	41	S17 AND S6
S19	40	S18 NOT S16
S20	12	S19 AND PY=1963:2000
S21	21	S19 AND AY=1963:2000
S22	21	S20:S21

FULL-TEXT PATENTS

File 348:EUROPEAN PATENTS 1978-201008

(c) 2010 European Patent Office

File 349:PCT FULLTEXT 1979-2010/UB=20100218|UT=20100211

(c) 2010 WIPO/Thomson

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Set	Items	Description
S1	1704247	CONTACT OR CONTACTS OR CALL OR CALLS OR COMMUNICATION? OR - INTERACTION? OR QUESTION? ?
S2	237814	(SECOND OR 2ND OR NEXT OR FOLLOWING OR SUBSEQUENT?? OR LATER OR ADDITIONAL OR ANOTHER OR OTHER)(3W)S1
S3	643412	CHANNEL? ? OR (COMMUNICATION? OR TELECOMMUNICATION?)(3N)(METHOD? ? OR MODE? ? OR VENUE? ? OR LINK? ? OR TYPE? ? OR MEDIUM)
S4	138540	(SECOND OR 2ND OR NEXT OR ADDITIONAL OR ANOTHER OR OTHER OR DIFFERENT OR SEPARATE OR SPECIAL OR PRIORITY)(3W)S3
S5	161470	S1(5N)(ROUTE? ? OR ROUTING OR DIRECT OR DIRECTS OR DIRECTED OR DIRECTING OR DISPATCH???)
S6	12952	(CONTACT OR CALL OR (CUSTOMER)(SERVICE OR SUPPORT)))(2N)(CENTER? ? OR CENTRE? ?) OR (HOT OR HELP)(LINE OR LINES) OR - HOTLINE? OR HELPLINE? OR CALLCENTER? OR CALLCENTRE?
S7	29357	(ITEM? ? OR PURCHASE? ? OR MERCHANDIS?)(3N)(VALUE? OR VALUATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR CATEGORY OR CATEGORIES)
S8	3903445	APPLET? ? OR APPLICATION? ? OR PROGRAM? ? OR SOFTWARE OR APP OR APPS
S9	26456	S8(3N)(DOWNLOAD? OR (DOWN)(LOAD OR LOADS OR LOADED OR LOADING)))
S10	1286	S2(20N)S4(20N)S5
S11	9	S10(20N)S6
S12	14	S10(50N)S6
S13	3	S10(50N)S9
S14	4	S10(100N)S9
S15	5	S10(100N)S7
S16	22	S12 OR S14 OR S15
S17	39	S5(20N)S7
S18	14	S16:S17 AND PY=1978:2000
S19	24	S16:S17 AND AY=1978:2000
S20	24	S18:S19
S21	1344	S5(10N)(RULE OR RULES OR POLICY OR POLICIES)
S22	1	S21(10N)S7
S23	81	S21(10N)S6
S24	80	S23 NOT S20
S25	39	S24 AND PY=1978:2000
S26	49	S24 AND AY=1978:2000
S27	49	S25:S26
S28	45	S27 AND IC=(H04L OR H04N OR H04M OR G06F)
S29	4148	(SHOPPING OR VIRTUAL OR E OR ELECTRONIC)(2W)(CART OR CARTS OR BASKET OR BASKETS)

S30 469 S29(7N)(VALUE? OR VALUATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR CATEGORY OR CATEGORIES)

S31 1 S30(10N)\$5

S32 2 S30(30N)\$5

NPL ABSTRACTS

File 35:Dissertation Abs Online 1861-2010/Jan
(c) 2010 ProQuest Info&Learning
File 474:New York Times Abs 1969-2010/Feb 25
(c) 2010 The New York Times
File 475:Wall Street Journal Abs 1973-2010/Feb 25
(c) 2010 The New York Times
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 Gale/Cengage
File 65:Inside Conferences 1993-2010/Feb 25
(c) 2010 BLDSC all rts. reserv.
File 99:Wilson Appl. Sci & Tech Abs 1983-2010/Dec
(c) 2010 The HW Wilson Co.
File 256:TecTrends 1982-2010/Feb W3
(c) 2010 Info.Sources Inc. All rights res.
File 2:INSPEC 1898-2010/Feb W2
(c) 2010 The IET

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Set	Items	Description
S1	2993601	CONTACT OR CONTACTS OR CALL OR CALLS OR COMMUNICATION? OR - INTERACTION? OR QUESTION? ?
S2	48071	(SECOND OR 2ND OR NEXT OR FOLLOWING OR SUBSEQUENT?? OR LAT- ER OR ADDITIONAL OR ANOTHER OR OTHER)(3W)\$1
S3	633342	CHANNEL? ? OR (COMMUNICATION? OR TELECOMMUNICATION?)(3N)(M- ETHOD? ? OR MODE? ? OR VENUE? ? OR LINK? ? OR TYPE? ? OR MEDI- UM)
S4	20177	(SECOND OR 2ND OR NEXT OR ADDITIONAL OR ANOTHER OR OTHER OR DIFFERENT OR SEPARATE OR SPECIAL OR PRIORITY)(3W)\$3
S5	45778	\$1(5N)(ROUTE? ? OR ROUTING OR DIRECT OR DIRECTS OR DIRECTED OR DIRECTING OR DISPATCH???)
S6	10850	(CONTACT OR CALL OR (CUSTOMER)(SERVICE OR SUPPORT)))(2N)(- CENTER? ? OR CENTRE? ?) OR (HOT OR HELP)(LINE OR LINES) OR - HOTLINE? OR HELPLINE? OR CALLCENTER? OR CALLCENTRE?
S7	13266	(ITEM? ? OR PURCHASE? ? OR MERCHANDIS?)(3N)(VALUE? OR VALU- ATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR Catego- ry OR CATEGORIES)
S8	3617476	APPLET? ? OR APPLICATION? ? OR PROGRAM? ? OR SOFTWARE OR A- PP OR APPS
S9	2660	\$8(3N)(DOWNLOAD? OR (DOWN)(LOAD OR LOADS OR LOADED OR LOA- DING))
S10	24	\$2 AND \$4 AND \$5
S11	1041	(\$2 OR \$4) AND \$5
S12	21	\$11 AND \$6
S13	17	(\$10 OR \$12) NOT PY=2001:2010
S14	17	RD (unique items)
S15	2	\$5(10N)\$7
S16	15	\$5 AND \$7
S17	15	\$16 NOT \$14
S18	7	\$17 NOT PY=2001:2010
S19	7	RD (unique items)

S20 696 (SHOPPING OR VIRTUAL OR E OR ELECTRONIC)(2W)(CART OR CARTS
OR BASKET OR BASKETS)

S21 74 \$20(7N)(VALUE? OR VALUATION? OR VALUING OR PRICE? ? OR PRI-
CING OR TYPE? ? OR CATEGORY OR CATEGORIES)

S22 0 S21 AND S5:S6

S23 17 S5:S6 AND S9

S24 17 RD (unique items)

S25 17 S24 NOT (S14 OR S19)

S26 342 S5(5N)(RULE OR RULES OR POLICY OR POLICIES)

S27 13 S26 AND S6

S28 11 RD (unique items)

FULL-TEXT NPL

File 610:Business Wire 1999-2010/Feb 25
 (c) 2010 Business Wire.
 File 613:PR Newswire 1999-2010/Feb 25
 (c) 2010 PR Newswire Association Inc
 File 634:San Jose Mercury Jun 1985-2010/Feb 24
 (c) 2010 San Jose Mercury News
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 9:Business & Industry(R) Jul/1994-2010/Feb 24
 (c) 2010 Gale/Cengage
 File 15:ABI/Inform(R) 1971-2010/Feb 24
 (c) 2010 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2010/Feb 25
 (c) 2010 Gale/Cengage
 File 148:Gale Group Trade & Industry DB 1976-2010/Feb 24
 (c) 2010 Gale/Cengage
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2010/Jan 15
 (c) 2010 Gale/Cengage
 File 621:Gale Group New Prod.Annon.(R) 1985-2010/Jan 07
 (c) 2010 Gale/Cengage
 File 636:Gale Group Newsletter DB(TM) 1987-2010/Jan 22
 (c) 2010 Gale/Cengage
 File 624:McGraw-Hill Publications 1985-2010/Feb 25
 (c) 2010 McGraw-Hill Co. Inc

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Set Items Description

- S1 32681423 CONTACT OR CONTACTS OR CALL OR CALLS OR COMMUNICATION? OR -
INTERACTION? OR QUESTION? ?
- S2 1683203 (SECOND OR 2ND OR NEXT OR FOLLOWING OR SUBSEQUENT?? OR LAT-
TER OR ADDITIONAL OR ANOTHER OR OTHER)(3W)\$1
- S3 4153116 CHANNEL? ? OR (COMMUNICATION? OR TELECOMMUNICATION?)(3N)(M-
ETHOD? ? OR MODE? ? OR VENUE? ? OR LINK? ? OR TYPE? ? OR MEDI-
UM)
- S4 205945 (SECOND OR 2ND OR NEXT OR ADDITIONAL OR ANOTHER OR OTHER OR
DIFFERENT OR SEPARATE OR SPECIAL OR PRIORITY)(3W)\$3
- S5 427575 \$1(5N)(ROUTE? ? OR ROUTING OR DIRECT OR DIRECTS OR DIRECTED
OR DIRECTING OR DISPATCH???)
- S6 820479 (CONTACT OR CALL OR (CUSTOMER)(SERVICE OR SUPPORT)))(2N)(-
CENTER? ? OR CENTRE? ?) OR (HOT OR HELP)(LINE OR LINES) OR -
HOTLINE? OR HELPLINE? OR CALLCENTER? OR CALLCENTRE?
- S7 763364 (ITEM? ? OR PURCHASE? ? OR MERCHANDIS?)(3N)(VALUE? OR VALU-
ATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR Catego-
ry OR CATEGORIES)
- S8 22416795 APPLET? ? OR APPLICATION? ? OR PROGRAM? ? OR SOFTWARE OR A-
PP OR APPS

S9 291600 S8(3N)(DOWNLOAD? OR (DOWN() (LOAD OR LOADS OR LOADED OR LOADING)))
 S10 220 S2(20N)\$4(20N)\$5
 S11 49 S10(50N)\$6
 S12 9 S11 NOT PY=2001:2010
 S13 6 RD (unique items)
 S14 285 S5(20N)\$7
 S15 18 S14(100N)\$6
 S16 8 RD (unique items)
 S17 50611 (SHOPPING OR VIRTUAL OR E OR ELECTRONIC)(2W)(CART OR CARTS OR BASKET OR BASKETS)
 S18 3321 S17(7N)(VALUE? OR VALUATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR CATEGORY OR CATEGORIES)
 S19 4 S18(20N)\$5
 S20 125 S18(50N)\$6
 S21 2 RD S19 (unique items)
 S22 4994 S5(10N)(RULE OR RULES OR POLICY OR POLICIES)
 S23 887 S6(50N)\$22
 S24 0 S23(50N)\$9
 S25 0 S23(100N)\$18
 S26 4 S23(100N)\$17
 S27 1 RD (unique items)

NEWSPAPERS

File 387:The Denver Post 1994-2010/Feb 25
 (c) 2010 Denver Post
 File 471:New York Times Fulltext 1980-2010/Feb 25
 (c) 2010 The New York Times
 File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
 (c) 2002 Phoenix Newspapers
 File 494:St LouisPost-Dispatch 1988-2010/Feb 25
 (c) 2010 St Louis Post-Dispatch
 File 631:Boston Globe 1980-2009/Dec 30
 (c) 2010 Boston Globe
 File 633:Phil.Inquirer 1983-2010/Feb 26
 (c) 2010 Philadelphia Newspapers Inc
 File 638:Newsday/New York Newsday 1987-2010/Feb 23
 (c) 2010 Newsday Inc.
 File 640:San Francisco Chronicle 1988-2009/Dec 13
 (c) 2010 Chronicle Publ. Co.
 File 641:Rocky Mountain News Jun 1989-2009/Jan 16
 (c) 2009 Scripps Howard News
 File 702:Miami Herald 1983-2010/Feb 26
 (c) 2010 The Miami Herald Publishing Co.
 File 703:USA Today 1989-2010/Feb 25
 (c) 2010 USA Today
 File 704:(Portland)The Oregonian 1989-2010/Feb 25
 (c) 2010 The Oregonian
 File 713:Atlanta J/Const. 1989-2010/Feb 26
 (c) 2010 Atlanta Newspapers
 File 714:(Baltimore) The Sun 1990-2010/Feb 25
 (c) 2010 Baltimore Sun
 File 715:Christian Sci.Mon. 1989-2009/Dec 07
 (c) 2009 Christian Science Monitor
 File 725:(Cleveland)Plain Dealer Aug 1991-2010/Feb 25
 (c) 2010 The Plain Dealer
 File 735:St. Petersburg Times 1989- 2010/Feb 24
 (c) 2010 St. Petersburg Times

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Set Items Description

- S1 6092691 CONTACT OR CONTACTS OR CALL OR CALLS OR COMMUNICATION? OR -
 INTERACTION? OR QUESTION? ?
 S2 172919 (SECOND OR 2ND OR NEXT OR FOLLOWING OR SUBSEQUENT?? OR
 LATER OR ADDITIONAL OR ANOTHER OR OTHER)(3W)S1
 S3 470654 CHANNEL? ? OR (COMMUNICATION? OR TELECOMMUNICATION?)(3N)(M-
 ETHOD? ? OR MODE? ? OR VENUE? ? OR LINK? ? OR TYPE? ? OR MEDI-
 UM)
 S4 15348 (SECOND OR 2ND OR NEXT OR ADDITIONAL OR ANOTHER OR OTHER OR
 DIFFERENT OR SEPARATE OR SPECIAL OR PRIORITY)(3W)S3
 S5 53081 S1(SN)(ROUTE? ? OR ROUTING OR DIRECT OR DIRECTS OR DIRECTED
 OR DIRECTING OR DISPATCH???)
 S6 125130 (CONTACT OR CALL OR (CUSTOMER)(SERVICE OR SUPPORT)))(2N)(-
 CENTER? ? OR CENTRE? ?) OR (HOT OR HELP)(LINE OR LINES) OR -
 HOTLINE? OR HELPLINE? OR CALLCENTER? OR CALLCENTRE?

S7 87829 (ITEM? ? OR PURCHASE? ? OR MERCHANDIS?)(3N)(VALUE? OR VALU-
ATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR CATEGO-
RY OR CATEGORIES)

S8 3368961 APPLE? ? OR APPLICATION? ? OR PROGRAM? ? OR SOFTWARE OR A-
PP OR APPS

S9 7821 S8(3N)(DOWNLOAD? OR (DOWN() (LOAD OR LOADS OR LOADED OR LOA-
DING)))

S10 7 S2(20N)S4(20N)S5

S11 372 S2(20N)S4

S12 7 S11(50N)S5

S13 5 S11(50N)S6

S14 12 S12:S13

S15 12 RD (unique items)

S16 52 S2(20N)S7

S17 41 S16 NOT PY=2001:2010

S18 38 RD (unique items)

S19 38 S18 NOT S15

S20 16033 (SHOPPING OR VIRTUAL OR E OR ELECTRONIC)(2W)(CART OR CARTS
OR BASKET OR BASKETS)

S21 400 S20(7N)(VALUE? OR VALUATION? OR VALUING OR PRICE? ? OR PRI-
CING OR TYPE? ? OR CATEGORY OR CATEGORIES)

S22 0 S21(20N)S5

S23 0 S21(100N)S5

S24 0 S21(100N)S6

S25 5 S20(50N)S9

S26 5 RD (unique items)

S27 712 S5(10N)(RULE OR RULES OR POLICY OR POLICIES)

S28 4 S27(50N)S6

S29 4 RD (unique items)

[no relevant results]

File 477:Irish Times 1999-2010/Feb 26

(c) 2010 Irish Times

File 710:Times/Sun.Times(London) Jun 1988-2010/Feb 25

(c) 2010 Times Newspapers

File 711:Independent(London) Sep 1988-2006/Dec 12

(c) 2006 Newspaper Publ. PLC

File 756:Daily/Sunday Telegraph 2000-2010/Feb 26

(c) 2010 Telegraph Group

File 757:Mirror Publications/Independent Newspapers 2000-2010/Feb 26

(c) 2010

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Set Items Description

S1 2294584 CONTACT OR CONTACTS OR CALL OR CALLS OR COMMUNICATION? OR -
INTERACTION? OR QUESTION? ?

S2 57146 (SECOND OR 2ND OR NEXT OR FOLLOWING OR SUBSEQUENT?? OR LAT-
TER OR ADDITIONAL OR ANOTHER OR OTHER)(3W)S1

S3 298677 CHANNEL? ? OR (COMMUNICATION? OR TELECOMMUNICATION?)(3N)(M-
ETHOD? ? OR MODE? ? OR VENUE? ? OR LINK? ? OR TYPE? ? OR MEDI-
UM)

S4 8982 (SECOND OR 2ND OR NEXT OR ADDITIONAL OR ANOTHER OR OTHER OR
 DIFFERENT OR SEPARATE OR SPECIAL OR PRIORITY)(3W)S3
 S5 21689 S1(5N)(ROUTE? ? OR ROUTING OR DIRECT OR DIRECTS OR DIRECTED
 OR DIRECTING OR DISPATCH???)
 S6 95931 (CONTACT OR CALL OR (CUSTOMER)(SERVICE OR SUPPORT))(2N)(-
 CENTER? ? OR CENTRE? ?) OR (HOT OR HELP)(LINE OR LINES) OR -
 HOTLINE? OR HELPLINE? OR CALLCENTER? OR CALLCENTRE?
 S7 19892 (ITEM? ? OR PURCHASE? ? OR MERCHANDIS?)(3N)(VALUE? OR VALU-
 ATION? OR VALUING OR PRICE? ? OR PRICING OR TYPE? ? OR Catego-
 ry OR CATEGORIES)
 S8 319133 APPLET? ? OR APPLICATION? ? OR PROGRAM? ? OR SOFTWARE OR A-
 PP OR APPS
 S9 3622 S8(3N)(DOWNLOAD? OR (DOWN)(LOAD OR LOADS OR LOADED OR LOA-
 DING)))
 S10 4 S2(20N)S4(20N)S5
 S11 129 S2(20N)S4
 S12 4 S11(50N)S5
 S13 3 RD (unique items)
 S14 3 S11(50N)S6
 S15 3 S14 NOT S13
 S16 3 RD (unique items)
 S17 2 S5(20N)S7
 S18 2333 (SHOPPING OR VIRTUAL OR E OR ELECTRONIC)(2W)(CART OR CARTS
 OR BASKET OR BASKETS)
 S19 199 S18(7N)(VALUE? OR VALUATION? OR VALUING OR PRICE? ? OR PRI-
 CING OR TYPE? ? OR CATEGORY OR CATEGORIES)
 S20 0 S19(100N)S5
 S21 0 S19(100N)S6
 S22 3 S18(20N)S5
 S23 0 S19(50N)S9
 S24 2 S18(50N)S9
 S25 193 S5(10N)(RULE OR RULES OR POLICY OR POLICIES)
 S26 4 S25(50N)S6

[no relevant results]